SC CUSTOMER INFORMATION ADVISORY GROUP
MEETING SUMMARY
March 22, 2000

Meeting Agenda

- **Review meeting agenda & action items (Rice)**

The status of all action items was given. A schedule for completing the outstanding action items is being delayed by the pending release of DOE electronic media policies by the CIO. The agenda was then reviewed.

- **Review Business Model Update plan (Gercken)**

A discussion of the Business Model was initiated. The web-based version of the Business Model tool was used to facilitate the discussion. The Group requested that it be sent to them. The Group agreed to provide appropriate names from their respective programs to be interviewed as part of the update process.

Meeting Attendees

Name		Organization	Contact Information
John	**Willis – Chair**	**SC-55**	**3-4095**
Greg	**Dilworth – Alt Chair**	**SC-17**	**3-2873**
Pat	**Rice – Exec. Sec**	**SC-621**	**3-4556**
Peggy	Burris	SC-4	6-9741 (Conference Call Attendance)
Dean	Oyler	SC-22	3-6394
Cathy	Hanlin	SC-23	3-1965
Jane	Hiegel	SC-30	3-5800
Caryle	Miller	SC-82	3-8434
Emily	Knouse	SC-622	3-1577
Shahida	Afzal	ESMT	3-4941
Jeanne	Beall	SC-621	3-4587
Mike	Gercken	SC-621	3-5253
Robbie	Green	SC-621	3-6578
Jason	Kruse	SC-621	3-6592
Michael	Lynott	SC-621	3-6409
Anne	Priebe	SC-621	3-2449
David	Wigtil	SC-621	3-5730
Dick	Yockman	SC-621	3-3394

Action Items

- Add as a future agenda item: Present the IMSC integrated schedule. (Griffin)
- Add as a future agenda item: Present the SC INTRANET project. (Griffin)
- Notify the user community when Desktop software upgrades will take place. This will allow the user to save any data and allow for uninterrupted PC use. (Green)
- Provide the web-based version of the Business Model tool to the CIAG. (Griffin)
- Provide a schedule for completing the following action items: (Green)
  - Send a note out from the Support Center that identifies the implications of Records Management on e-mail and that informs users on the use, backup, and availability of the C, N, Q, and P drives.
  - Provide the instructions and location for FTP.
  - Add a CIAG folder in the Exchange server for public sharing.
  - Have the Support Center become the main focal point for all training requirements and update the training credit system to include Support Center sponsored training (IMSC, Outlook, etc.).

Proposed 3/29/00 Meeting Agenda
- Review action items and agenda (Griffin)
- Present and discuss the Business Model: To determine if the business activities identified by the Business Model represent all that SC HQ does. (Griffin)

Proposed 04/05/00 Meeting Agenda
- Present potential system retirements (Green)

Proposed 04/12/00 Meeting Agenda
- Brief firewall implementation (Green)
- Present customer satisfaction strawman (Griffin)

Proposed Future Agenda Items
- Discuss how training is offered (Green)
- Revisit Support Center (Green)
- Present Office 2000 rollout plan (Green)
- Present Applix notification options (Green)
- Present auto-archiving implementation plan (Green)
- Present Standard Desktop rollout plan (Green)
- Present IMSC integrated schedule (Hughes)
- Present SC INTRANET project (Hughes)